**Austin Boos** community.mis.temple.edu/aboos

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

***Bachelor of Business Administration, Graduation: Fall 2020***

***Major: Management Information Systems***

GPA: 3.07

SELECTED COURSES:

Enterprise IT Architecture, Digital Solutions Studio, Data Analytics, Data-Centric Application Development, Information Systems in Organizations, Business Statistical Analytics

ACTIVITIES AND AWARDS:

* Member, Association for Management Information Systems, 2018 – present
* Member, Temple University Outdoor Club, 2016 – 2017
* Technology Department Award, Loyalsock Township High School, 2016
* A/V Technician, Loyalsock Township High School 2012-2016
* First United Methodist Church Technology Team, 2014-2017

INFORMATION TECHNOLOGY SKILLS:

Systems Administration: AWS, Active Directory, Group Policy, Office 365

Software/Web Development: Java, Python, HTML, CSS, JavaScript

Hardware/Networking: Cisco Meraki, Microsoft Hyper-V, DHCP, AWS

Database Management: SQL, R, Yardi Systems, NetSuite

Project Management: Microsoft Word, Microsoft Excel, Microsoft Visio

EXPERIENCE:

PRG REAL ESTATE, Philadelphia, PA May 2019 – Present

**Information Technology Intern**

* Managed company-wide IT Help Desk which provided direct Tier-1 support for over 200 employees across multiple states
* Assisted with planning, deployment and testing of network cutover from legacy network security appliances to a new Cisco Meraki environment
* Provided System Administration for the Enterprise Network which included: Active Directory, Group Policy, DHCP and Print Servers, VPN’s, and Network Security best practices

ALERT-1 MEDICAL ALERT SYSTEMS, Williamsport PA May 2017 – January 2019

**Member Care/Technical Support Specialist**

* Provided technical support over the phone for around 75 customers per day needing assistance with their service, such as PERS (Personal Emergency Response Systems)
* Operated Oracle NetSuite to create orders, take payments, adjust billing for customers
* Collaborated as a team to reach corporate revenue goals through sales and upgrades while providing excellent customer service